



Navy Environmental Health Center
Population Health
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Prevention Counseling Desktop Assistant

Patient-Centered Prevention Counseling:

An 8-step client-centered exchange designed to support individuals in making behavior choices that will reduce their risk of disease or injury

Step 1. Introduce and Orient the Patient

Introduce yourself and your role
Describe the purpose of the session
Tell the patient how long the session will take
We have about 10 minutes to talk about health risks and ways you might want to improve your health.
What would you like to know before you leave here today?

Step 2. Identify Risk Behaviors and Circumstances

Identify the specific behaviors that place him or her at risk for negative health outcomes
Focus the patient on specific behaviors, situations, and significant others that contribute to his or her risks
Why would it be hard for you to change?
When do you engage in this behavior?
Who are the people in your life that matter to you?

Step 3. Identify the Patient's Stage of Change

Assess how ready a patient is to adopt healthier behaviors.
Talk with the patient in a way that corresponds to his or her stage of change.
Assess his or her current stage
Assist the patient to move toward the Action Stage.
Tell me what makes you want to make this change.
When do you plan on doing it?
What exactly are you planning?

Step 4. Identify Patient Incentives and Barriers

Identify which behavior factors pertain to the patient
Assess whether the factors are incentives or barriers to change
Tell me what you know about this topic.
What has happened in the past when you've tried to use this technique for safer behavior?

Step 5. Identify Healthier Goal Behaviors

Reinforce the patient's previous risk-reduction efforts
Identify specific safer goal behaviors that the patient is willing to try to adopt
What would you like to do to reduce your risk?
Have you been successful in the past in changing your health related behaviors?

Step 6. Develop a Personalized Action Plan

Help the patient establish a personal plan to reduce his/her risks
Assess the readiness of the patient to change behaviors
Discuss barriers and benefits to adopting new behaviors
What things could you do in order to succeed?
How would you go about adopting this safer behavior?
What could you do to accomplish this safer behavior?

Step 7. Make Effective Referrals

Help client define priorities
Discuss and offer options
Offer referrals
Refer to known and trusted services
Assess client response to referral
Facilitate active referral
Develop a follow-up plan

Which of these issues would you like to tackle today?

How do you feel about my referring you for further assistance?

Are there any reasons that you would have difficulty getting to your appointment?

Step 8. Summarize and Close

Identify the major points, including feelings; tie them together
Formulate a concise statement of client's issues and decisions
Check that client "owns" the plan

We've talked about your concerns. You've said you want to take the following steps... You're going to attend our group support program in addition. If you have difficulty, you'll get back with me. Do you feel comfortable with your plan? Have a good day.

Counseling Concepts

Focus on Feelings
Manage Your Own Discomfort
Set Boundaries

Counseling Skills

Use Open-Ended Questions
Attend to the Patient
Offer Options, Not Directives
Give Information Simply

Factors that Influence Behavior Change

Knowledge
Perceived Risk
Perceived Consequences
Access
Skills
Self-efficacy
Actual Consequences
Attitudes
Intentions
Perceived Social Norms
Policy

Stages of Change

Precontemplation Stage
Contemplation Stage
Preparation Stage
Action Stage
Maintenance Stage
Termination Stage